## REMARKS

Claims 1, 5, 7, 9-12 and 20-28 are rejected under 35 U.S.C. § 102(e) as being anticipated by Ahmad. Applicant respectfully traverses this rejection. In

5   the last amended, Applicant amended the independent claims to more specifically distinguish the present invention over Ahmad. Claim 1 recites "said inspector automatically and without receiving consumer input querying *at least one physical device communicatively coupled to said consumer's computer, in order to glean property information concerning said*

10   *consumer's computer.*" (emphasis added) In other words, the inspector runs on the consumer's computer and *queries physical devices coupled thereto* (e.g., the memory, the central processing unit, the network interface, connected computers) in order to learn information about the properties *of the user's computer.* All of this is done automatically, without any direction or input from

15   the user.

Ahmad does not disclose or suggest these limitations. Instead, Ahmad discusses a system which attempts to trouble shoot a user's software problems, either by receiving input from the user as to the nature of the problem, or by interfacing with the problematic software program directly. Although this might

20   be helpful for suggesting software fixes to the user, nothing in Ahmad discloses or suggests automatically gleaning hardware information about a consumer's computer, as recited by claim 1.

The Examiner posits that Ahmad does teach "querying at least one physical device communicatively coupled to said consumer's computer, in order

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to glean property information concerning said consumer's computer." To support

this position, the Examiner cites Ahmad col. 13, lines 9-16, which the Examiner

says disclose the querying of a printer, to glean information about the paper

orientation. Ahmad col. 13, lines 9-16 states:

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> the TSP 110 may automate part of the above
> described process *by obtaining information directly
> from the software program* 120 without input from
> the user. For example, instead of querying the user
> about the paper orientation where the user has

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> identified a printing problem, *the TSP 110, according
> to an alternate embodiment of the present
> invention, may query the software program 120
> directly about the paper orientation.* (emphasis
> added).

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As the citation makes clear, in Ahmad the TSP does not query the printer, but

instead gets information about the printer by *querying a software program.*

At col. 13, lines 16-40, Ahmad goes on to explain that

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> As illustrated in FIG. 4 and, as discussed above, *the
> TSP 110 gets information from the software
> program 120.* Following with the present example
> where the user has identified a printing problem, *the
> TSP 110... may query the software program 120

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> for an interface to the software program's printing
> functions. The software program 120 will return to
> the TSP 110 a pointer to the software program's
> printer interface...*Accordingly, in the present
> example, the TSP 110 obviates the need to query the

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> user as to whether the paper orientation has been
> checked. Therefore, *instead of requiring user input,
> the TSP 110 can obtain some information directly
> from the software program 120.* (emphasis added).

35    Ahmad is here being very clear that the TSP does not query the printer (or any

piece of hardware), but instead queries a software program with printing

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functions (e.g., a word processor as explained in the quote from Ahmad below). It is by querying the software program that the TSP learns about the printer. Ahmad provides this ability to query the software program as an alternative to requiring that the user type in information.

5          As Ahmad notes, this process of obtaining information from the software program is discussed in greater detail in conjunction with FIG. 4 above. Specifically, at col. 10, lines 18-26 Ahmad states:

> Referring still to FIG. 4, the TSP 110 will use
> the...interface...to get information from the software
> application 120. For example, if the software
> application 120 represents a word processing
> application that is having printing problems, the TSP
> 110 will query the word processing application...to
> give the TSP 110 a pointer to the software
> application's trouble shooting printer interface.

In other words, where the software application is a word processor, the TSP can learn about the status of the printer by querying the word processor.

          In conclusion, Ahmad does not disclose "querying at least one physical
20   device communicatively coupled to said consumer's computer, in order to glean property information concerning said consumer's computer." Instead, Ahmad discusses querying a software program to obtain information about a device with which the software program communicates. As such, claim 1 is allowable over Ahmad.

25          Claim 5 and claims 21-28 depend from claim 1, and thus should be allowable for at least the same reasons as claim 1. Claims 7 and 12 are system claims similar in scope to claim 1, and are amended herein to recite limitations similar to those discussed above. Therefore, claims 7 and 12 should be
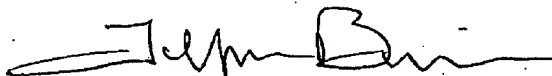
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allowable for at least the same reasons as claim 1. Claims 9-11 depend from

claim 7, and thus should be allowable for at least the same reasons as claim 7.

Should the Examiner deem it helpful, he is encouraged to contact

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